



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-0001

OFFICE OF ADMINISTRATION

April 1, 2019

Mr. Joshua Eaton  
c/o MuckRock News  
DEPT MR 29875  
411A Highland Avenue  
Somerville, MA 02144-2516

RE: Freedom of Information Act Request  
FOIA Control No: 17-FI-HQ-00183

Dear Mr. Eaton:

This letter is in response to your Freedom of Information Act (FOIA) request dated November 5, 2016. Your request was received in the FOIA Branch on November 7, 2016. You requested a copy of the database, spreadsheet, or log of all calls to the Multifamily Housing Complaint Line from January 1, 2015, to the date of your request. In an email dated April 10, 2018, you requested that your request be narrowed to two sample months in 2017, January and October, and include the following fields:

Date Created  
Date Closed  
Assigned to (CSR)  
Spanish Speaker  
City  
State  
Case Type  
Complaint Details  
Status/Resolution (Method)

Your request is granted in part. Enclosed are logs covering the two sample months. I am withholding personal details, such as unit numbers, telephone numbers and the names of private individuals, under FOIA Exemption 6. Exemption 6 protects against the release of information that would constitute an unwarranted invasion of personal privacy. The interest of the general public in reviewing these portions of government documents does not outweigh the individuals' right to privacy.

I am the official responsible for this determination based on information provided by the Department's Office of Housing. You may appeal this determination within 90 days from the date of this letter. If you decide to appeal, your appeal should include copies of your original request and this response, as well as a discussion of the reasons supporting the appeal. With regard to Exemption 6, your appeal should address the nature of the overriding public interest in disclosure that outweighs the personal privacy interest protected by the exemption. The envelope should be plainly marked to indicate that it contains a FOIA appeal and be addressed to:

U.S. Department of Housing and Urban Development  
Attention: FOIA Appeals  
Office of General Counsel  
Ethics and Appeals Law Division  
451 Seventh Street, SW, Suite 2130  
Washington, DC 20004

Telephone: (202) 708-3815

You may also submit your appeal online at:  
[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/foia/foiaappeals](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/foia/foiaappeals) or via email.

In addition, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services that it offers. The contact information for OGIS is as follows:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, MD 20740-6001

Telephone number: (202) 741-5770; toll free: (877) 684-6448  
Fax number: (202) 741-5769.  
Email address: [ogis@nara.gov](mailto:ogis@nara.gov)

For your information, your FOIA request, including your identity and any information made available, is releasable to the public under subsequent FOIA requests. In responding to these requests, the Department does not release personal information, such as home address, telephone number, or Social Security number, all of which are protected from disclosure under FOIA Exemption 6.

If you have any questions regarding this request, please contact Howard Rosenberg at (202) 402-5507. Thank you for your interest in the Department's policies and programs.

Sincerely,



Deborah R. Snowden  
Deputy Chief FOIA Officer  
Office of the Executive Secretariat

Enclosures